

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Hospital Services – Implementation of Key Performance Indicators (KPIs) in Health facilities of the State – Orders – Issued.

HEALTH MEDICAL AND FAMILY WELFARE (H2) DEPARTMENT

G.O. Rt. No 812

Date: 16.06.2010
Read the following:

Memo No.6940/SPIU/KPI/2009, Dated. 15th July 2009.

ORDER:

In its endeavor to improve the health status of people especially the poorest and those living in underserved areas the Government of Andhra Pradesh has embarked upon reforms in health sector with the budgetary support of UK Department for International Development (DFID). Further with the institution of right to information and responsive administration, the health facilities are increasingly subjected to higher standards of accountability both by the tax payer and by the beneficiary. In this context it has been felt essential to prescribe a set of Performance Indicators so as to improve the quality and accountability of providing health care services in Teaching and Specialty Hospitals of Director of Medical Education (DME) as well as other hospitals under jurisdiction of A. P. Vaidya Vidhana Parishad (APVVP). Accordingly, after a careful consideration of the recommendations of the study teams and in consultation with a cross-section of health functionaries, the government has decided to establish a system of Key Performance Indicators (KPIs).

2. The objectives and salient features of the scheme of Key Performance Indicators (KPIs) are as mentioned below:-

A. Objectives of the scheme of KPIs:

The scheme of KPIs is designed with the objectives of

- i. Supporting and motivating the health institutions and the key health functionaries to achieve higher levels of performance.
- ii. Identifying the health institutions and functionaries recording low performance and taking effective steps to improve performance.
- iii. Promoting locally relevant implementation strategies for improved service delivery across all cadres and institutions.

B. Salient Features of the Scheme of KPIs:

The salient features of the scheme of KPIs are specified below:

- i. Key Performance Indicators (KPIs) are focused to measure the performance of the Health Institutions and health functionaries during specified intervals.
- ii. KPIs have been designed to be Specific, Measurable, Achievable, Realistic and Time-bound (SMART). The targets of indicators are to be set in proportion to the potential for achievements. The target set for the KPIs are dynamic in nature and need to be revised once in 2 years with the objective of achieving continuous improvement.
- iii. Key Performance Indicators are useful both as a performance management tool and as a motivation tool.
- iv. KPI's are designed to measure the quality and quantity of services delivered including emergency services, in-patient services, extent of utilization of equipment and human resources by the institution and also the effectiveness of specialist services.

3. Institutional KPIs:

The KPIs for various hospitals under the jurisdiction of Director of Medical Education, Commissioner, A.P. Vaidya Vidhana Parishad and the Director of Health have been developed by the Strategic Planning and Innovation Unit (SPIU) of Health Medical & Family Welfare Department after extensive consultation with the Head of the Departments concerned. The indicators were tested and implemented on a pilot basis in certain hospitals. After a thorough analysis of the pilot implementation of KPIs, the Government have decided to implement the KPIs across the state in all the hospitals under the control of Director of Medical Education and A. P. Vaidya Vidhana Parishad. Accordingly the Government hereby order that Key Performance Indicators (KPIs) in respect of Teaching Hospitals under the jurisdiction of Director of Medical Education and hospitals of the A. P. Vaidya Vidhana Parishad, shown in Annexure-I shall be adopted and implemented with immediate effect. The Superintendents of the Teaching hospitals and its allied hospitals shall submit their reports of previous month directly to the DME by the sixth of succeeding month. The Superintendents of the A. P. Vaidya Vidhana Parishad hospitals shall submit the reports of previous month by the fourth of the succeeding month to the respective District Coordinator of Hospital Services (DCHS), who in turn shall analyze the performance of such hospitals and submit the consolidated report to the Commissioner A. P. Vaidya Vidhana Parishad by the sixth of succeeding month.

4. The Director of Medical Education and Commissioner of A. P. Vaidya Vidhana Parishad shall analyze and validate the reports and submit the review report to the Government by tenth of succeeding month with specific findings and recommendations for taking further action.

5. Individual KPIs:

The performance against the institutional KPIs basically arises out of the performance of individual departments (HODs), Specialists, other doctors, Nursing and Paramedical staff. Under the performance of key health functionaries is

improved through monitoring and assessment, the performance of the institution would not improve. Hence a set of model KPIs are designed for the key functionaries and shown in Annexure-II (a to c). These formats shall be communicated by the Superintendents of the hospitals to the concerned functionaries of the hospital, after fixing individual targets for each month, where applicable. It is not necessary for the Superintendent to send these reports to any higher authority on a monthly basis, but an abstract of the same may be sent to the appointing authority annually along with the ACR of the individual.

6. The Director of Medical Education and Commissioner of A. P. Vaidya Vidhana Parishad are requested to communicate a copy of this order to all the Superintendents of the hospitals and DCHSs under their jurisdiction with a direction to submit the reports on or before the stipulated dates. They are also requested to communicate the targets for institutional KPIs with Sl. Nos. [1, 4(b), 4(c), 4(d) and 5(f)] in (Annexure-I), to all the superintendents. The SPIU shall design a simple web-based KPI application software, host it centrally and facilitate the Superintendents, doctors and support staff of the hospitals to use the same. The application shall also have the features to capture results of performance on a daily basis at the hospital level and to generate the aggregate and analysis reports and exception reports at the level of the hospital and of the HOD.

7. The performance of the health functionaries aggregated an annual basis shall be form part of the personal record of such functionaries and shall be considered a part of the ACR at the time of promotions.

8. The Director of Medical Education and the Commissioner, A. P. Vaidya Vidhana Parishad A.P. Hyderabad shall take action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**J.SATYANARAYANA
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

To
All Heads of the Department under the control of HM&FW Dept.,
All the RDM&HS /DM&HOs /DCHS
All the Superintendents of the hospitals

Copy to:
The Director SPIU, Hyderabad
The P.S./OSD to Min (ME) /Min (H&FW) / Min (Arogyasri, 104 & 108)
The P.S. to Spl. C.S (ME) / Secy (H&FW)
SF/SCs.

// FORWARDED :: BY ORDER //

SECTION OFFICER

ANNEXURE –I

To The G.O. Rt. No. Health, Medical & Family Welfare (H2) Department dated 15-05-2010

KEY PERFORMANCE INDICATORS (KPI) FOR THE HOSPITAL FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
I	Curative Work (Weightage 50%)					
1	OP Registration	10	30 mnts			
2	In-Patients	10	90%			
3	Average length of stay	10	8 days			
4	Surgeries a) Emergency Protocol	5	10 mnts			
	b) Minor	5	5x total no. of OT x 30			
	c) Major	5	3x total no. of OT x 30			
	d) Arogyasri	5	100 %			
II	Laboratory Services (Weightage 10%)					
5.	Biochemistry, Pathology, Histo-Pathology, Cyto pathology, Microbiology Blood bank					
	a) SGBT	1	30 mnts			
	b) CBP	2	2 hrs			
	c) Culture & Sensitivity	2	48 hrs			
	d) Blood Grouping & Rh-typing	1	15 mnts			
	e) Biopsy	2	5 days			
	f) Blood donation Camps	2	2			
III	Diagnostic Services (Weightage 10%)					
6	Usage of low end equipment (X-Rays, Ultra Sound, ECG)					
	a) X- Ray	2	50 per machine			

	b) ECG	1	50 per machine			
	c) U/S	1	40 per machine			
7.	Usage of high end equipment					
	a) MRI	2	100 %			
	b) CT	2	100%			
	c) Cath Lab	2	70%			

IV	Human Resources					
8.	Attendance (Weightage 20%)					
	Doctors	5	95%			
	Nursing Staff	5	95%			
	Para-Medical Staff	5	95%			
	Class-IV Staff	5	95%			

V	Facility Maintenance (Weightage 10%)					
9.	Sanitation	10	3			

VI Hospital Mortality Audit: (No weightage to the indicator)

10.	Hospital mortality Audit		100%			
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Date:
Time:

Superintendent Signature

Name of the Superintendent
Contact No. :
Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE HOSPITAL FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
I	Curative Work (Weightage 50%)		
1	OP Registration	No. of OP handled during the month	Total OP registration during the month
2	In-Patients	Bed-occupancy Rate	Total No. of inpatient days of the month ----- x 100 Total no. of beds x No. of days in reporting month
3		Average Length of stay (Average period in hospital per patient admitted)	Total No. of inpatient days of the month ----- Total admissions
4	Surgeries	Average time of initiation of emergency care protocol	Sum of time taken between reporting of patient emergency and starting of emergency care protocol (as defined by institution / department) for cases in the month ----- Number of emergency cases reported
		a) Minor surgeries	Total No. Minor surgeries undertaken in the month
		b) Major surgeries	Total No. Major surgeries undertaken in the month
		c) Proportion of surgeries conducted under Aarogyasri against the target	No. of surgeries conducted under Aarogyasri -----x100 Aarogyasri Target for the Hospital for the month
II	Laboratory Services (Weightage 10%)		
5.	Biochemistry, Pathology, Histo-Pathology, Cyto pathology, Microbiology Blood bank	Time taken to make available lab results to the patient	A) Average time taken to make available the results of the following tests in the month
			a) SBT
			B) Complete Blood Picture Test
			C) Culture and sensitivity
			D) Blood grouping and Rh-typing

			E) Biopsy report
			F) Total number of blood donation camps conducted in the month.
III	Diagnostic Services (Weightage 10%)		
6	Usage of low end equipment (X-Rays, Ultra Sound, ECG)	A -Per machine productivity	No. of diagnostic X-rays done during the month ----- No.of X-ray machines
		B -Per machine productivity	No. of diagnostic ECGs done during the month ----- No.of ECG machines
		C -Per machine productivity	No.of diagnostic Ultra-sound scans done during the month No.of Ultra-sound machines
7.	Usage of high end equipment	Equipment use co-efficient (CT scan)	Total no. of CT scan done during the month
		Equipment use co-efficient (MRI)	No. of MRIs done during the month
		Equipment use co-efficient (Cathlab)	No. of procedures done during the month

IV	Human Resources		
8.	Attendance (Weightage 20%)		
	Doctors	Proportion of doctor days available in a calendar month	No. of doctor days – attending the duty x100 Total no. of doctor days to be available during the month (excluding leave / unauthorized absence)
	Nursing Staff	Proportion of nursing days available in a calendar month	No. of nursing staff days - attending the station duty x100 Total no. of nursing staff days to be available during the reporting month (excluding leave / unauthorized absence)
	Para-Medical Staff	Proportion of para-medical days available in a calendar month	No. of para-medical staff days attending the duty x 100 Total no. of para medical staff days to be available during the month (excluding leave / unauthorized absence)

	Class-IV Staff	Proportion of Class-IV days available in a calendar month	No. of Class-IV staff days attending the duty -----x 100 Total No. of Class IV staff person days to be available during the month (excluding leave or unauthorized absence)
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V	Facility Maintenance (Weightage 10%)		
9.	Sanitation	Sanitation rating	Rate as per norms prescribed.

VI Hospital Mortality Audit: (No weightage to the indicator)

10.	Hospital mortality Audit	Hospital mortality Audit by the Hospital Medical Audit Committee	Number of hospital deaths audited by the committee in the month -----x100 Number of hospital deaths in the month
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J. SATYANARAYANA
SPECIAL CHIEF SECRETARY TO GOVERNMENT

SPIU

a) Individual KPIs for Categories of Health functionaries.

- i) Professor of Medicine
- ii) Professor of Surgery
- iii) Professor of Obstetrics & Gynaecology
- iv) Professor of Anaesthesia
- v) Professor of Radiology
- vi) Professor of Para-Clinical Departments
- vii) R.M.O. of Teaching Hospital
- viii) Nursing Superintendent

b) Illustrative KPI's

i) Professor of Medicine and Allied Departments.

- Bed Occupancy – Unit wise
- OP Registration – Unit Wise
- Time spent on Ward Rounds
- Seminars / Bed side Clinics
- Aarogyasri performance as per norms

ii) Professor of Surgery and Allied Departments.

- Bed Occupancy – Unit Wise
- OP Registration – Unit Wise
- Time spent on Ward Rounds
- Seminars / Bed side Clinics
- No. of Surgeries performed
 - a) Emergency Surgeries
 - b) Major Surgeries
 - c) Minor Surgeries
- Aarogyasri performance as per norms

iii) Professor of Obstetrics & Gynaecology

- Bed Occupancy – Unite Wise
- OP Registration – Unite wise.
- Time spent on Ward Rounds
- No of deliveries conducted
- No of Gynaec Surgeries performed
- Aarogyasri performance as per norms
- M.M.R.
- I.M.R.

iv) Professor of Anaesthesia.

- No. of Surgeries attended
 - a) Emergency Surgeries
 - b) Major Surgeries
 - c) Minor Surgeries

- Time spent on Teaching
- Down Time of Major Anaesthesia equipment
 - a) OT
 - b) Workstation
 - c) Ventilators
 - d) Monitors
- v) **Professor of Radiology.**
 - No. of diagnostic tests done
 - a) MRI
 - b) CT
 - c) U/S
 - d) X-Ray
 - Time spent on Teaching
 - Down time of major equipment
 - a) MRI
 - b) CT
 - c) U/S
 - d) X-Ray
- vi) **Professor of Para-Clinical Departments.**
 - No. of Investigations handled
 - Time spent on Teaching, No. of hours per month
 - Down time due to shortage of materials / equipment out of order
 - Time taken for Reporting
 - a) Biopsy
 - b) C.B.P.
 - c) Biochemical Investigations
 - d) Routine Investigations
- vii) **R.M.O.**
 - Water supply [Hours of minimum supply]
 - Electricity supply [Hours of breakdown]
 - Attendance of class IV
 - Sentinel events in the month
 - Drugs availability
- viii) **Nursing Superintendent**
 - Ward Rounds performed per month
 - Ward sanitation
 - Maintenance of Linen
 - Drug Distribution
 - Emergencies handling
- c) **Hospital Superintendent shall only review & keep individual KPI's. He shall however consolidate and report annual status to the concerned appointing authority for different cadres.**

ANNEXURE –II

To The G.O. Rt. No. Health, Medical & Family Welfare (H2) Department dated 15-05-2010

KEY PERFORMANCE INDICATORS (KPI) FOR THE PROFESSOR OF MEDICINE AND ALLIED DEPARTMENTS FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	Bed Occupancy – Unit wise	20	90%			
2	OP Registration – Unit Wise	20	30 mnts			
3	Time spent on Ward Rounds	20	75 hrs per month			
4	Seminars Bed side Clinics	10 10	4 20			
5	Aarogyasri performance as per norms	20	100%			

Date:

Signature

Name of Professor & Head of Department of Medicine

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF MEDICINE AND ALLIED DEPARTMENTS** FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	OP Registration	No. of OP handled unit wise during the month	Total OP registration during the month
2	Bed Occupancy	Bed-occupancy Rate unit wise	$\frac{\text{Total No. of inpatient days of the month}}{\text{Total no. of beds} \times \text{No. of days in reporting month}} \times 100$
3	Time spent on Ward Rounds	No. of hours spent on Ward Rounds	3 hours X 25 days = 75 hours per month
4	Seminars Bedside Clinics	Seminars conducted in a month Average no. of Bedside Clinics during the month	$1 \times 4 = 4$ Seminars per month $5 \times 4 = 20$ Bedside Clinics per month
5	Aarogyasri performance	Proportion of medical cases under Aarogyasri against the target	$\frac{\text{No. of surgeries conducted under Aarogyasri during the month}}{\text{Aarogyasri Target for the Hospital for the month}} \times 100$

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF SURGERY AND ALLIED DEPARTMENTS** FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	Bed Occupancy – Unit Wise	20	90%			
2	OP Registration – Unit Wise	20	30 mnts			
3	Time Spent on Ward Rounds	15	75 hrs per month			
4	Seminars Bed side clinics	20	4 20			
5	No. of Surgeries performed a) Emergency Surgeries b) Major Surgeries c) Minor Surgeries	5 5 5	100% 3x total no. of OT x 30 5x total no. of OT x 30			
6	Aarogyasri performance as per norms	10	100%			

Date:

Signature

Name of Professor & Head of Department of Surgery

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF SURGERY AND ALLIED DEPARTMENTS** FOR THE MONTH OF

S. No.	Performance Area	KPI	Construction of KPI
1	2	3	4
1	OP Registration	No. of OP handled unit wise during the month	Total OP registration during the month
2	Bed Occupancy	Bed-occupancy Rate unit wise	Total No. of inpatient days of the month ----- x 100 Total no. of beds x No. of days in reporting month
3	Time Spent on Ward Rounds	No. of hours spent on Ward Rounds	3 hours X 25 days = 75 hours per month
4	Seminars Bedside clinics	Seminars conducted in a month Average no. of Bedside Clinics during the month	1 x 4 = 4 seminars per month 5x 4 = 20 Bedside Clinics per month
5	No. of Surgeries performed a) Emergency Surgeries b) Major Surgeries c) Minor Surgeries	a) Emergency Surgeries b) Major Surgeries c) Minor Surgeries	Total No. Emergency surgeries perform in the month ----- x 100 Number of emergency cases reported Total No. Major surgeries undertaken in the month Total No. Minor surgeries undertaken in the month
6	Aarogyasri performance	Proportion of Surgeries conducted under Aarogyasri against the target	No. of Surgeries conducted under Aarogyasri during the month -----x100 Aarogyasri Target for the Hospital for the month

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF OBSTRETICS & GYNAECOLOGY** FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	Bed Occupancy – Unite Wise	10	90%			
2	OP Registration – Unite wise	10	30 mnts			
3	Time spent on Ward Rounds	20	75 hrs per month			
4	No of deliveries conducted	10				
5	No of Gynaec Surgeries performed	10				
6	Aarogyasri performance as per norms	20	100%			
7	M.M.R.	10				
8	I.M.R.	10				

Date:

Signature

Name of Professor & Head of Department of Obstretics & Gynaecology

Contact No. :

Email id :

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF OBSTRETICS & GYNAECOLOGY** FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	OP Registration	No. of OP handled unit wise during the month	Total OP registration during the month
2	Bed Occupancy	Bed-occupancy Rate unit wise	Total No. of inpatient days of the month ----- x 100 Total no. of beds x No. of days in reporting month
3	Time spent on Ward Rounds	No. of hours spent on Ward Rounds	3 hours x 25 days = 75 hours per month
4	Deliveries conducted	No. of deliveries conducted during the month	8 x 30 deliveries conducted for the month per labour room
5	Gynaec Surgeries performed	No. of Gyneac Surgeries performed during the month	Total no. of Gynaec Surgeries under taken in the month
6	Aarogyasri performance	Proportion of Surgeries conducted under Aarogyasri against the target	No. of Surgeries conducted under Aarogyasri -----x100 Aarogyasri Target for the Hospital for the month
7	M.M.R.	Maternal Mortality Ratio	Total no. of Female deaths due to complication of pregnancy, child birth or with in 42 days of delivery from “puerperal causes” in an area during a given year -----X 100000 Total no. of live births in the same area during the same year
8	I.M.R.	Infant Mortality Rate	Number of deaths of children less than one year of age in a year -----X 1000 Number of live births in the same year

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF ANAESTHESIA** FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	No. of Surgeries attended a) Emergency Surgeries b) Major Surgeries c) Minor Surgeries	10 10 10	100% 3x total no. of OT x 30 5x total no. of OT x 30			
2	Time spent on teaching	20	75hrs per month			
3	Bed occupancy rate of RICU/NICU	30	100%			
4	Down Time of Major Anaesthesia equipment a) OT b) Workstation c) Ventilation d) Monitor	5 5 5 5	0% 0% 0% 0%			

Date:

Signature

Name of Professor & Head of Department of Anaesthesia

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF ANAESTHESIA** FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	Surgeries attended a) Emergency Surgeries b) Major Surgeries c) Minor Surgeries	a) Emergency Surgeries b) Major Surgeries c) Minor Surgeries	$\frac{\text{Total No. Emergency Surgeries attended in the month}}{\text{Number of Emergency Surgeries reported}} \times 100$ $\frac{\text{Total No. Major Surgeries undertaken in the month}}{\text{Total No. Minor Surgeries undertaken in the month}}$
2	Time spent on teaching	No. of hours spent on teaching	3 hours X 25 days = 75 hours per month
3	Bed occupancy rate of RICU/NICU	Bed occupancy Rate	$\frac{\text{Total No. of inpatient days of the month}}{\text{Total no. of beds x No. of days in reporting month}} \times 100$
4	Down Time of Major Anaesthesia equipment	A- Per Machine down time B- Per Machine down time C- Per Machine down time D- Per Machine down time	No. of hours OT machine not functioning No. of hours workstation machine not functioning No. of hours ventilator machine not functioning No. of hours monitoring machine not functioning

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF RADIOLOGY** FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	No. of diagnostic tests done a) MRI b) CT c) U/S d) X-Ray	 10 10 10 10	 100 % 100 % 40 per machine 50 per machine			
2	Time spent on teaching	20	75hrs per month			
3	Down time of major equipment a) MRI b) CT c) U/S d) X-Ray	 10 10 10 10	 0% 0% 0% 0%			

Date:

Signature

Name of Professor & Head of Department of Radiology

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF RADIOLOGY** FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	No. of diagnostic tests done	A- Per machine productivity B- Per machine productivity C- Per machine productivity D-Per machine productivity	No. of MRIs done during the month Total no. of CT scan done during the month No. of diagnostic Ultra-sound scans done during the month ----- No. of Ultra-sound machines No. of diagnostic X-rays done during the month ----- No. of X-ray machines
2	Time spent on teaching	No. of hours spent on teaching	3 hours X 25 days = 75 hours per month
3	Down time of major equipment	A- Per Machine down time B- Per Machine down time C- Per Machine down time D- Per Machine down time	No. of hours MRI machine not functioning No. of hours CT machine not functioning No. of hours U/S machine not functioning No. of hours X- Ray machine not functioning

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF PARA-CLINICAL DEPARTMENTS** FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	No. of Investigations handled	30				
2	Time spent on Teaching No. of hours per month	20	75 hrs per month			
3	Down time due to shortage of materials / equipment out of order	10	0%			
4	Time taken for Reporting					
	a) Biopsy	10	5days			
	b) C.B.P.	10	2 hrs			
	c) Bio-Chemical Investigations	10	8 hrs			
	d) Routine Investigations	10	2 hrs			

Date:

Signature

Name of Professor & Head of Department of Para-Clinical

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **PROFESSOR OF PARA-CLINICAL DEPARTMENTS** FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	No. of Investigations	Total no. of Investigations handled	Total no. of Investigations per month in the Department
2	Time spent on Teaching	No. of hours spent on teaching	3 hours X 25 days = 75 hours per month
3	Down time	Down time due to shortage of materials / equipment out of order	No. of hours equipment not functioning a) Pathology b) Micro Biology c) Bio- Chemistry
4	Time taken for Reporting	Time taken to make available laboratory reports to the patient	Average time taken to make available the results of the following tests in the month a) Biopsy b) C.B.P. c) Biochemical Investigations d) Routine Investigations

KEY PERFORMANCE INDICATORS (KPI) FOR THE **R.M.O.** OF THE TEACHING HOSPITAL FOR THE MONTH OF

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S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement t [3X6]
1	2	3	4	5	6	7
1	Water supply [Hours of minimum supply]	20	0			
2	Electricity supply [Hours of breakdown]	20	0			
3	Attendance of class IV	20	95%			
4	Sentinel events in the month	20	100%			
5	Drugs availability	20	0%			

Date:

Signature

Name of R.M.O.

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **R.M.O.** OF THE TEACHING HOSPITAL FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	Water supply	No. of Hours of no water supply	No. of hours no water supply during the month
2	Electricity supply	No. of Hours of electricity break down	No. of hours electricity break down during the month
3	Attendance of class IV	Proportion of Class-IV days available in a calendar month	$\frac{\text{No. of Class-IV staff days attending the duty}}{\text{Total No. of Class IV staff person days to be available during the month (excluding leave or unauthorized absence)}} \times 100$
4	Sentinel events	No. of sentinel events in a month	$\frac{\text{No. of sentinel events attended during the month}}{\text{No. of Sentinel events reported}} \times 100$
5	Drugs	Stock of Drugs	No. of drugs supplied as per E.M.L are available to all the patients

KEY PERFORMANCE INDICATORS (KPI) FOR THE **NURSING SUPERIENDENT** FOR THE MONTH OF

S.No	Performance Area	Weightage %	Target KPI Value (Norms)	KPI Value Achieved	% of Target value achieved during the month	Weighted achievement [3X6]
1	2	3	4	5	6	7
1	Ward Rounds performed per month	20	60 per month			
2	Ward Sanitation	20	3			
3	Maintenance of Linen	20	100%			
4	Drug Distribution	20	0%			
5	Emergencies Handling	20	100%			

Date:

Signature

Name of Nursing Superintendent

Contact No. :

Email id:

KEY PERFORMANCE INDICATORS (KPI) FOR THE **NURSING SUPERIENDENT** FOR THE MONTH OF

S.No	Performance Area	KPI	Construction of KPI
1	2	3	4
1	Ward Rounds	No. of hours spent on Ward Rounds	2 hours X 30 days = 60 hours per month
2	Ward Sanitation	Sanitation rating	Rate as per norms prescribed
3	Linen	Maintenance of Linen	Availability of sterile / unsterile linen in the wards
4	Drugs	Stock of Drugs	No. of drugs supplied are available to all the patients
5	Emergencies Handling	Emergencies attended	$\frac{\text{No. of Emergencies handled during the month}}{\text{No. of Emergencies reported}} \times 100$

J. SATYA NARAYANA
SPECIAL CHIEF SECRETARY TO GOVERNMENT